

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Division of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☐ EXISTING POSITION

Part I - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No. K0162766	10. Budget Program Number 023311-117 29110	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Human Services Assistant	
3. Division West Region			12. Proposed Class Title	
4. Section Hutchinson DCF Service Center	For Use By Personnel Office	13. Allocation		
5. Unit Operations		14. Effective Date		
6. Location (address where employee works) City Hutchinson County Reno		15. By	Approved	
7. (circle appropriate time) Full time X Perm. X Inter. Part time Temp. %		16. Audit Date: By: Date: By:		
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM To: 5:00 PM		17. Audit Date: By: Date: By:		

Agency
Number

Position
Number

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

This position is one of the main receptionists for the Hutchinson DCF Service Center and is responsible for all support duties associated with the reception desk. This position will provide clerical support for staff working in the Hutchinson DCF Service Center as requested by the supervisor. Sound communication skills are essential in order to communicate with clients regarding their needs, and provide an ongoing communications link between the worker in various department programs and the customer when needed.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name
Toby Tiner

Title
Facility Manager

Position Number
K0061923

Who evaluates the work of an incumbent in this position?

Name
Same

Title

Position Number

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

The work requires initiative, discretion and the ability to make judgments regarding the urgency of a situation. General instructions are given.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action) ; **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

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| | | This work is reviewed by the immediate supervisor. Observations by other staff are shared with their respective supervisor, who provides input on the review. |
| 1. | 50% E | As point of first contact, our reception positions must maintain a basic knowledge of all agency programs in order to answer questions from staff, consumers, vendors, and general public. Questions may involve matters concerning child or adult abuse/neglect, child support, vocational rehabilitation, medical, food stamps, or cash assistance program eligibility. Receives and directs all agency visitors, to include consumers, contractors, service providers, and agency officials to appropriate staff member. Answers multi incoming telephone lines. Takes phone messages or uses paging system when necessary. Screens and directs calls to appropriate staff member. All encounters whether by telephone or in person are handled in a courteous and prompt manner. |
| 2. | 20% E | Responsibilities include preparation and issuance of EBT CARDS for consumers. Provides instructions to clients in completing forms/applications and registering applications into the computer. Receives forms, interprets operational rules and procedures to customers to help navigate them through the process of obtaining services. Greets the public in person for the purpose of providing information, making appointments, and mailing out applications as requested. |
| 3. | 15% E | Retrieves faxes and delivers to employees in a timely manner. This position is responsible for opening, closing, and securing the office. Assists supervisor with other duties as assigned. Sorts, delivers and processes mail. Maintains state car logs, maintenance records and reports. |
| 4. | 10% E | Communicates in a manner that is respectful and beneficial to the office staff both informally through day-to-day interaction and formally, through regular team/unit meetings. Offers assistance to other team members whenever necessary and may serve on work groups or quality improvement teams in order to enhance processes, procedures, and outcomes for consumers. Remains open to organizational changes. |
| 5. | 5% | Other duties as assigned by management. |

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22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.
- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 - () Plans, staffs, evaluates, and directs work of employees of a work unit.
 - () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Title

Position Number

NA

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23. Which statement best describes the results of error in action or decision of this employee?

- () Minimal property damage, minor injury, minor disruption of the flow of work.
- () Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- (X) Major program failure, major property loss, or serious injury or incapacitation.
- () Loss of life, disruption of operations of a major agency.

Please give examples.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Clerical support is almost in constant contact with internal and external clients

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25. What hazards, risks or discomforts exist on the job or in the work environment?

May have hostile clients and/or co-workers.

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

PC 40%

Fax 20%

Phones multiline 40%.

PART III - To be completed by the department head or personnel office

27. List in the spaces below the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

High School diploma or equivalent.

Education or Training - Special or professional

License, certificates and registrations

Special knowledge, skills and abilities

Multi Line phone system experience

Microsoft Office experience

Clerical/Receptionist experience

Customer Service in office setting experience

Bi-lingual in Spanish

Experience - Length in years and kind

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date